

WARRANTY MANAGING PROCESS

ABSTRACT OF THE DISCLOSURE

The warranty managing process includes a method of processing a customer claim against a manufacturer's product that includes the steps of inputting the claim through a computer to a database at a first management level, determining the value of the claim, and acting to approve or deny the claim at the first management level when the value of the claim is below a first predetermined amount. A second management level acts to review all claims input at the first management level and acts to approve or deny the claim when the value of the claim is above the first predetermined amount and below a second predetermined amount. A third management level acts to review all claims input at the first and second management levels and acts to approve or deny the claim when the value of the claim is above the second predetermined amount when the value of the claim is above the second predetermined amount.